

SECTION 2.0 CONTACTS, ADDRESSES, HELP DESK AND RESOURCES

2.1 Court Internet Addresses

This District's CM/ ECF Project page is located at ord.uscourts.gov/ecf/ecf.html. There is also a link to this page from the Court's main Internet website at ord.uscourts.gov.

2.2 CM/ECF Tutorial

An on-line tutorial has been developed by the Court Education Division of the Federal Judicial Center. This tutorial simulates the filing of documents, updating a user's e-notification screen, viewing docket sheets, and performing queries. It is accessible at ord.uscourts.gov/ecf/ecf.html. The tutorial takes approximately 45 minutes to complete. User's may bookmark the tutorial on their web browser if they are unable to complete it in one session. This tutorial will be updated as new releases of the software containing significant functional changes are loaded.

2.3 CM/ECF User Manual

This manual mirrors as the text version of the CM/ECF Tutorial. It is not recommended that users print this manual. Instead, it may be viewed on-screen. The Appendices contained in the manual are helpful resources for location of events, system functions and guides to written policies and procedures. This manual (like the on-line tutorial) will be updated as new releases of the software containing significant functional changes are loaded.

2.4 CM/ECF Help Desk

For further help and assistance regarding the participation and use of the system, please contact Camile S. Hickman, Director of Operational Services or Laura M. Brennan, Deputy Director of Operational Services.

2.5 CM/ECF System Contacts

E-mail addresses have been created for attorneys to forward correspondence to the court that would not normally go into a case file. **Please do not submit any case filings to these E-mail addresses.**

Director of Operational Services
Camile S. Hickman
Camile_Hickman@ord.uscourts.gov
(503) 326-8090

SECTION 2.0 CONTACTS, ADDRESSES, HELP DESK AND RESOURCES

Deputy Director of Operational Services
Laura M. Brennan
Laura_Brennan@ord.uscourts.gov
(503) 326-8163

Portland Division Manager
Danny W. Armstrong
Danny_Armstrong@ord.uscourts.gov
(503) 326-8091

Eugene Division Manager
Craig Starr
Craig_Starr@ord.uscourts.gov
(541) 465-6490

Medford Division Manager
Craig Meyer
Craig_Meyer@ord.uscourts.gov
(541) 776-3926

2.6 PACER Service Center

Contact the PACER Service Center via the following options:

Telephone: (800) 676-6856 or (210) 301-6440.

Website: pacer.psc.uscourts.gov

E-mail at: pacer@psc.uscourts.gov

Regular mail:
PACER Service Center
P.O. Box 780549
San Antonio, TX 78278-0549

2.7 Adobe Acrobat

Website: adobe.com

Telephone: (888) 502-5275